

ASHEVILLE TRANSIT COMMITTEE

Meeting Agenda

3:30 pm to 5:00 pm

Tuesday, October 7, 2014

1st Floor Conference Room
City Hall

RIDE.RELAX.CONNECT

3:30 pm - Meeting Opening

- Welcome announcement and explanation of public comment standards and opportunities
- Introductions
- October 7, 2014 - Agenda review and approval
- September 1, 2014 - Minutes review and approval

3:45 pm – Public Comment Part I

3:50 pm – TC transit experiences in riding the bus

3:55 pm – New Business

- Presentation – Paratransit application and Guide Form and Proposed Service Changes – Gregg Godwin
- Cancel November meeting?

4:05 pm – Old Business

- Sunday Service and Route C implementation update – Yuri
- Transit Committee Goals Update – Attached -Julie and group discussion
- Multi-Modal Transportation Commission Update – Bruce and group discussion
 - Oct 25th Asheville in Motion Symposium on the Multimodal Transportation Plan
- TC retreat - 10/24 9am-3:30pm in 4th Police/Fire Training Room at Municipal Building – Julie
- Results from the Just Economics Transit Campaign cookout – group discussion

4:30 pm – Staff updates

- Bus stop improvements – Lakeshore
- List of Projects
- ART monthly Reports: Public Stuff, Accident Summary; Safety Report, Ridership, - attached
Norman

4:45 pm - Public Comment Part II (5 minutes)

4:50 pm - Discuss agenda items for next Transit Committee Meeting (5 minutes)

5:00 pm - Meeting Summary

- Announcements, events, transit commission members involvement related to transit
- Solicitation for request from public to be incorporated into next month's meeting agenda
- Adjourn

Additional material on above agenda items may be available at the Transit Committee meeting. Past meeting minutes and meeting documents can be found at: www.ridetheart.com and click on "Transit Committee"

DRAFT

Asheville Transit Committee Meeting Minutes – Tuesday, 2 September 2014 (v.2)

Attending:

Committee Members: Dave Erb, Calvin Allen, David Wilson, Bruce Emory, Tom Tomlin, Julie Mayfield, Adam Charnack

City/ART Staff: Norman Schenck, Gregg Godwin, Yuri Koslen, Jeff Moore, Mariate Echeverry, Derek Hennessee

Community Members: Gwynn Simpson, Rich Lee, Darlene Hamlin

3:36 pm - Opening of Meeting

Julie opened the meeting and welcomed everyone. No meeting announcement was read. No changes to agenda.

5 August 2014 Minutes - Bruce moved, Tom seconded, unanimously approved.

3:38 pm - Public Comment I

none

3:39 pm - TC Experiences Riding the Bus

Tom rode N, all was smooth. David Wilson was present when a rider had a seizure on 14 August, commends staff response. Julie has had no experiences worth noting. Dave Erb has ridden N1 and N2, no problems. Bruce has ridden N1, N2, E1; will bring up minor issues separately with Yuri. Calvin riding E1, everything is fine. Adam has experienced some lateness; has been using NextBus to advantage.

3:43 pm – New Business

Open TC position - Julie suggested that TC send up two recommendations to MMTC. Members discussed various candidates and issues (geographic diversity, non-elective riders, demographics), then advanced their top two. Gwynn Simpson and Charlton Owens will be recommended to MMTC.

Retreat - Julie suggests making sure that new member can attend at least one TC meeting before retreat. Mariate recommends holding retreat before Thanksgiving. Julie will take a Doodle poll for October and November dates.

S4 Route - Tom described on-time performance problems and overcrowding with S4, mentioned timing changes which had unintended consequences with A-B Tech students, requested higher level of service (extra trips) during selected peak morning and afternoon hours. In light of the fact that Route C changes took over a year, Tom is particularly concerned about getting improvement process underway sooner, so that they can occur in concert with the upcoming January 2015 changes to other routes. Yuri and Julie have had conversations with A-B Tech, who proposed a \$100K contribution for extra service, but the budget item wasn't approved by Buncombe County Commission. Julie sees this situation as a prime opportunity for public-private partnership, and would like to continue pressing the conversation with A-B Tech. Adam would like any TC discussion of added frequency to push for a high fraction of the day's trips, not just a few trips at peak hours.

5303 Planning Grant - Mariate will be going to Council next week with two grants (Yuri's transit planning position and an apprentice/internship position). Adam moved, Bruce seconded a motion to endorse the grant request; passed unanimously.

4:25 pm – Old Business

Sunday service / Route C - Surveys are complete. Yuri and Greg presented results. Budget will allow about 70 bus hours each Sunday. Yuri suggests that the most obvious Sunday routes would be the existing holiday routes, possibly with some minor changes driven by survey data (and AVL data, once they're available). Holiday and Sunday hours will be switched to 9:00am-7:00pm (from present 8:00am-6:00pm window). Surveys revealed some fairly clear data concerning fares. Staff's next step will be to firm up a few remaining operational details on Route C replacement. Julie requested that TC receive details as soon as they're firm, in order that we can help communicate them.

TC Goals update - Julie will set up meetings of two subcommittees.

Policy Development - Derek Hennessee (representing the drivers' union) emphasized that any policy changes need to come to the drivers through the contract. Julie clarified that the existing documents aren't final, but are steps along the way to better communications with the public, and that any inconsistencies between the policy document and the contract need to be resolved before anything is published (intent of document is to communicate policy, not create it).

MMTC - Most recent meeting had nothing directly concerning transit, though "Walk Your City" (wayfinding), bicycle parking, and sidewalk prioritization have indirect relevance to TC. Possible date for Multimodal Plan meeting is 25 October.

5:04 pm – Staff Updates

Yuri gave a quick synopsis of bus stop improvements and small route changes.

Disability Pass Eligibility - Greg described process improvements intended to make process easier for applicants and staff. General intent was to be at least as inclusive as FTA and ADA requirements.

Operational changes - Phone message follow-up has been improved (entry into Public Stuff with immediate response). Changes relating to maps, driver identification (signs vs. name tags), LED signs, NextBus are in process.

Projects - Yuri commented on new shelters from ARRA funds, transit center repairs.

Reports - Ridership up on all but college routes (summer break). Holiday ridership improved year over year.

5:22 pm – Public Comment Part II

none

5:23 pm – Agenda Items for Next TC Meeting (7 October 2014)

TC retreat, Sunday service / Route C, TC goals update, MMTC update

Just Economics Transit Campaign cookout (food, music, fellowship) will be held at Triangle Park Saturday, 6 September at 3:00pm; all TC members are invited.

5:24 pm – Meeting Adjourned



City of Asheville and Mountain Mobility
Americans with Disabilities Act (ADA)
Paratransit Eligibility Application

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PART 1 Applicant Information

Name _____ Birth Date ____ / ____ / ____

Street Address _____ Apt # _____

City _____ State _____ Zip _____

Phone _____ Email _____

Emergency Contact Person

Name _____ Relation _____

Phone (daytime) _____ Phone (evening) _____

PART 2 Condition/Disability Details

1. Please explain your disability or health condition(s): _____

2. Is your health condition or disability **permanent** or **temporary**? (circle one.)

3. Does the severity of your condition change from day to day, or after visiting a doctor?

Please explain: _____

4. Does your condition require the use of a **walker, cane, wheelchair, oxygen tank, or other device**? (circle all that apply.) If other, please specify: _____

5. Does your condition require you to travel with a **companion** or **service animal** to assist you? (circle all that apply.)

PART 3 Questions About Mobility

6. Can you use the fixed-route bus system without assistance? **Yes** **No** **Sometimes**



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7. If you answered “No” or “Sometimes”, please explain what prevents you from independently using the fixed-route bus system: _____

For the following statements, please circle yes, no or sometimes.

I can tolerate very hot or very cold weather	Yes	No	Sometimes
I can read maps, schedules and signage.....	Yes	No	Sometimes
I can follow travel directions.....	Yes	No	Sometimes
I can adapt to bus detours and changes in schedules.....	Yes	No	Sometimes
I can identify the correct bus and bus stop.....	Yes	No	Sometimes
I can get on and off a bus, using a lift if necessary.....	Yes	No	Sometimes
I can use fare boxes and request necessary transfers.....	Yes	No	Sometimes
I am free from night blindness.....	Yes	No	Sometimes
I can hear and comprehend spoken information.....	Yes	No	Sometimes
I can communicate personal needs.....	Yes	No	Sometimes
I can recognize and navigate curb cuts or drop-offs.....	Yes	No	Sometimes
I can travel independently along walkways.....	Yes	No	Sometimes
I can cross a street independently.....	Yes	No	Sometimes
I can navigate steep hills or other difficult terrain.....	Yes	No	Sometimes

If you answered “No” or “Sometimes” for any of the above statements, please explain below.

PART 4 Rider Agreements

I certify that the information contained in this application is true and complete to the best of my knowledge. I understand that any falsification of information on this form may lead to disqualification for ADA paratransit service.

I authorize the health care professional completing the verification statement to release to Mountain Mobility any protected health information about my disability in order to verify my eligibility for ADA paratransit service.

PART 5 Required Verification Letter



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To complete your application, **you must** submit a signed verification letter from a medical or social service provider alongside this form. Please attach the letter to your application so it can be easily processed. Please note that if you choose to submit all of your materials by email, your verification letter must be emailed to us by the certifying professional, not by you. If you choose to submit the letter by mail, it must either be mailed by the professional's office with their return address **or** it can be mailed by you, as long as the letter is on the professional's letterhead and is in an envelope that was sealed by the certifying professional. The letter must answer the following questions:

- What is the applicant's condition, and how does it affect their mobility?
- Is the condition permanent or temporary? If temporary, what is the expected duration?
- In your professional opinion, does the applicant's condition make him/her **unable** to ride the fixed-route buses and to get to/from bus stops? If a condition only makes it **difficult** or **inconvenient** for the applicant to use the fixed-route system, he/she is not eligible.

The following medical and social service providers can submit a form verifying your eligibility:

- Physician, Psychiatrist, Osteopath, Podiatrist, Optometrist, Audiologist, Otolaryngologist, Certified Physical Therapist
- Mental health or behavioral service/counseling provider, Community health center, HIV/AIDS services, rehabilitation clinic

Medical and Social Service Providers: Please return your verification letter to the applicant for submission, or you can submit it directly by email to: mountainmobility@buncombecounty.org or by mail to:

attn.: Mountain Mobility, LOSRC
339 New Leicester Hwy, Suite 140
Asheville, NC 28806



City of Asheville and Mountain Mobility Americans with Disabilities Act (ADA) Paratransit Guidelines

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OVERVIEW

ADA Paratransit service is provided by the Asheville Redefines Transit (ART) system, in partnership with Mountain Mobility. We provide a shared-ride, public transportation service for people with disabilities who are unable to independently use the ART fixed route system. The paratransit service requires next-day reservations and is available to eligible riders within $\frac{3}{4}$ mile of routes. Service is provided during equivalent hours to the ART fixed routes.

ELIGIBILITY

Paratransit services are available to anyone who is unable to use the fixed-route bus system due to a disability that is covered by the ADA. To begin using the service, you must submit a **complete** application to Mountain Mobility; incomplete applications will be returned. Part of the application is a Required Verification Letter from a certified medical or social service provider. For more information on the verification letter, see Part 4 of the **Paratransit Eligibility Application**. You can submit your application a number of ways:

By email:
mountainmobility@buncombecounty.org

By mail:
LOSRC/Mountain Mobility
339 New Leicester Hwy, Suite 140
Asheville, NC 28806

Or by phone:
(828) 250-6750 (extension 5)

Please note that if you complete your application over the phone, the verification letter must still be sent to Mountain Mobility by mail or email. If you choose to submit the letter by email, it must be emailed by the certifying professional's office, not by you. If you choose to submit the letter by mail, it must either be mailed by the professional's office with their return address **or** it can be mailed by you, as long as the letter is on the professional's letterhead and is in an envelope that was sealed by the certifying professional.

YOUR OPTIONS

If you are able to use the regular bus system in Asheville, there are many advantages to doing so. These include:



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- **Lower fare.** Paratransit journeys with Mountain Mobility are \$2.00 one way. Compare that to \$1.00 one way for the bus, or 50¢ if you qualify for one of ART's many discounts.
- **More flexibility.** Paratransit service requires you to call and schedule a trip at least one day in advance. ART's routes operate on a fixed schedule and most operate every hour, so you can plan your trips ahead or on the spur of the moment, no reservation required.

FARES

The fare is \$2.00 for a one-way trip. Official Personal Care Attendants (PCAs) travel free with an ADA passenger. A companion/escort is charged the same fare as the ADA passenger. Please have the exact fare ready, as drivers do not make change or accept checks. Fares must be paid at the time of boarding a vehicle. Unpaid fares will result in suspension of paratransit service and collection procedures will be initiated. Payment of all legal fees incurred to collect unpaid fares are the responsibility of the rider.

RESERVATIONS

Reservations can be made seven days a week between the hours of 8am and 5pm by calling Mountain Mobility at 250-6750 (extension 4). Reservations must be made no later than 5 p.m. the day before the requested day of travel and can be made up to 30 days before the requested day of travel. Reservation requests for Saturdays, Sundays and holidays must be made by calling 250-6750 and leaving the following information on the answering machine:

- Your name
- The day and date of your trip
- The exact street address building or facility name, including the apartment, building or suite numbers, for both pick-up and drop-off locations, and if you have it, a phone number for your destination
- What type of mobility aid(s) you will be traveling with
- The number of people traveling - will you be taking a companion or PCA?
- The time you need to be at your destination and the time you need to be picked up from your destination for your return trip
- A phone number where you can be reached if there are any questions about your reservation

Reservation requests omitting any of the above information will not be able to be processed for a next business day trip.



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ART's Paratransit service is a shared-ride service. Our customer service representatives will do their best to accommodate your trip request with as direct a route possible. However, since other trips must be coordinated to offer the most cost effective transportation as possible, we ask that you be ready to be picked up one (1) hour prior to your requested drop-off time and the van will arrive sometime within that hour to take you to your destination.

SUBSCRIPTIONS

Subscription service is available for trips that are scheduled to the same destination at the same time, two or more times within the same week for at least two weeks. Once an initial reservation is made, there is no need for additional reservation calls. To cancel a subscription trip or end an established subscription service, please call 250-6750 (extension 2).

TRAVEL

Arrivals and Late Arrivals

Passengers should be ready to depart when the vehicle arrives. The drivers are instructed to wait no longer than five (5) minutes. Vehicles arriving within 15 minutes before or 15 minutes after the scheduled pick-up time are considered within the window for service.

While Mountain Mobility strives to provide on-time service, many factors may result in a delayed pick-up. If your vehicle has not arrived within the window for service, please call the Dispatch office, open during all service hours, at 250-6750 (extension 1). Please do not call until after the 15-minute window has expired as the vehicle may arrive while you are on the phone.

Shared-Ride Rules and Guidelines

Since ART's ADA Paratransit Service is a shared-ride service, please be courteous to other riders. In order to assure a pleasant trip for all, please observe the following rules:

- No eating or drinking is allowed on the vehicle.
- Smoking is prohibited on the vehicle.
- Proper attire, including shirts and shoes are required on the vehicle.
- Music devices are allowed with headphones **if** the sound is not audible to others.
- Please do not distract the driver while the vehicle is in motion.

Due to the shared-ride nature of the service, riders who require medication or oxygen at regular intervals should be advised that their travel time could be up to 90 minutes depending on trip distance.



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Destinations

A destination may not be changed once the passenger has boarded the vehicle. Travel arrangements with more than one destination will be treated as separate trips and must be scheduled as separate trips.

Vehicles and Drivers

Mountain Mobility operates 36 paratransit vans that are equipped with lifts to aid passengers using assistive devices. All vehicles are well maintained and are thoroughly cleaned on a regular basis. All of Mountain Mobility's drivers receive thorough training in defensive driving, passenger assistance and sensitivity, first aid, adult and infant CPR, ADA requirements and other areas. Each driver is experienced and properly licensed, has a good driving record and is familiar with the City of Asheville's roads and highways. All drivers must have clean criminal background checks and must pass ongoing drug and alcohol screenings.

No-Shows

In order to keep our service cost-effective and convenient for all riders, no-shows must be kept to a minimum. Always call Mountain Mobility to cancel **at least two hours** in advance if you know you will be unable to travel. Otherwise, your failure to appear for your trip may be counted as a no-show.

After 3 no-shows in a calendar month, riders will be sent a warning letter notifying them about excessive no-shows. If a rider accumulates 3 more no-shows in the next calendar month, they will receive a phone call which will serve as a second and final warning. After 3 more no-shows in the third calendar month, the rider will be suspended from this service for 30 days.

Suspensions and Appeals

Riders who violate certain rules, including those related to no-shows and unpaid fares, are subject to suspension of services under the Mountain Mobility suspension policy. All persons affected by this policy are entitled to request an appeal relating to the imposition of sanctions under the adopted policies of ART. The imposition of sanctions under the terms of this policy is stayed pending the outcome of the appeal.

Gated Communities

If a pick-up is within a gated community, it is the passenger's responsibility to arrange entry for the vehicle. When signing up for ART ADA Paratransit services you will be asked to provide an entry code for the vehicle. Any changes should be reported to the Mobility Manager at 250-6750, extension 5. If a vehicle is unable to enter the pick-up area or the passenger fails to meet the vehicle outside of the community, the trip will be designated as a no-show.



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POLICIES

Wheelchairs and Mobility Devices

All passengers who require an accessible vehicle with securements and a lift are guaranteed a ride in an accessible vehicle. However, it is the passenger's responsibility to ensure that there are adequate sidewalks and ramps to get from their home or pickup location to the paratransit vehicle. Drivers will assist passengers in boarding and de-boarding the vehicle as needed, but are prohibited from lifting or carrying riders. All mobility devices such as wheelchairs, scooters and walkers must be secured in the vehicle.

For passenger safety and comfort, Mountain Mobility requires that passengers wear seatbelts unless medical certification is provided stating the passenger cannot use them for medical reasons. Passengers using three-wheel scooters are strongly encouraged to transfer out of their scooter into the seat of the paratransit vehicle whenever possible. Mobility devices that are broken or damaged to the extent that they pose an immediate safety threat cannot be transported.

If your condition changes in a manner that requires you to use an assistive mobility device or change the type of mobility device used during your initial eligibility review, the change be reported to Mountain Mobility within 15 days. Please note that we cannot provide service to persons whose overall weight with a mobility device is over six-hundred (600) pounds.

Service Animals

Service animals are welcome and ride free-of-charge. Service animals are subject to the same behavioral expectations as passengers. Service animals must sit on the floor or on the passenger's lap. They may not occupy a passenger seat.

Other Animals

Animals at a passenger's residence must be restrained prior to Mountain Mobility drivers providing any assistance. A driver who is unable to access a passenger's home due to a loose animal may notify the dispatcher. If the dispatcher is unable to make contact with the passenger, or the passenger does not board, the trip will be recorded as a no-show and the return trip will be canceled. At this time, non-service animals are not allowed onboard Mountain Mobility vehicles.

Children



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A legal guardian must sign an authorization form for the provision of transportation to children before a child will be permitted on board the vehicle. Children under 18 years old must be accompanied by a responsible party. Children under 8 years old or who weigh less than 80 pounds must be secured in an approved child safety seat provided by Mountain Mobility. Child safety seats provided by the rider may not be used. Strollers must be collapsed to fit between the seat and the rider. Non-collapsible strollers are prohibited. Under no circumstances may a child sit on an adult's lap.

Personal Care Attendants (PCAs)

PCAs ride free when accompanying an individual certified as requiring a PCA. The need for a PCA will be determined through the eligibility process. One additional companion is also permitted to ride for \$2. Let the customer service representative know at the time the reservation is made if you will be traveling with a companion or PCA.

Unattended Passenger Policy

Passengers certified as unable to be left unattended (based on age, diminished mental capacity, or special request of the responsible party) may schedule rides and ride unattended. However, these passengers must make the necessary arrangements to be met by an attendant at each location.

The driver will only wait five (5) minutes for an attendant to meet the passenger who requires attending. If no one arrives, the driver will notify the dispatcher on duty and continue on their route. The dispatcher on duty will attempt to reach the emergency contact person. If the passenger is not met by the end of the route, they will be returned to the Mountain Mobility offices. The passenger will not be left unattended and the police will be notified to assist in locating a responsible party. Passengers who must continue on a route beyond their scheduled destination may be subject to suspension of services.

Carry-on Bags

Due to space limitations and safety concerns, passengers are only permitted to bring or purchase what they, themselves can carry and travel with in their lap on paratransit vehicles. If a passenger brings more than the allowable packages, it will be the passenger's choice on whether to board with only what they can carry and travel with in their lap and find alternative transportation to carry the remaining packages, or decline the trip. *A PCA or companion is not permitted to carry additional packages.* Shopping carts or any type of equipment used to assist with transporting packages, groceries, clothing or other items the passenger is unable to physically carry are not permitted.

Disruptive Behavior Policy



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Mountain Mobility reserves the right to refuse transportation or service to anyone whose conduct is or has been known to be obnoxious, offensive, intimidating, violent, disorderly, or hazardous, and could result in the disruption of vehicle operations or serious impairment to the health and safety of others.

ANY QUESTIONS?

We want to hear from you. Please contact Mountain Mobility at 250-6750 (extension 6) to ask a question or leave us your comments, complaints, suggestions or commendations. Or, if you prefer, you can write to:

LOSRC/Mountain Mobility
339 New Leicester Hwy, Suite 140
Asheville, NC 28806

You can also email us through our system website at: mountainmobility@buncombecounty.org.

When making a comment, try to provide as much detail as possible so we can properly address your concern. For example, if you're reporting a situation involving a paratransit vehicle, the exact date, vehicle number and estimated time are all helpful.

SERVICES

Driver Services

Drivers will assist passengers who are unable to maneuver themselves from their door to the vehicle provided it is safe for them to do so.

Drivers are allowed to:

- Maneuver your manual wheelchair if you need help from your door to the vehicle.
- Lend a steady arm if you need assistance.

Drivers are not allowed to:

- Maneuver your electric mobility device (i.e. electric wheelchair or scooter)
- Maneuver or push you, your equipment or shopping cart up or down stairs, steep inclines or driveways
- Enter residences
- Lift or carry riders



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- Carry packages or other items

Drivers are specifically prohibited from the above activities. Please do not make these requests of your driver.

Door-to-Door Service

Mountain Mobility provides “door-to-door” service whenever possible. The driver will come to your door to let you know the bus has arrived. However, there will be some locations and/or situations where it is not possible for the driver to leave the vehicle. If you are able to wait at the curb or at the designated pick-up location, please do so.

OTHER PROGRAMS

R.I.D.E.

R.I.D.E. is a program coordinated by Mountain Mobility to afford Buncombe County’s older adults and citizens with disabilities the opportunity for increased independence by offering a discounted “\$10 off coupon” for use with various taxi and paratransit companies within the county. For more information on the Taxi Voucher program contact the Mobility Manager at 250-6750 (extension 5).

Senior Pass Program

The Senior Bus Pass Program provides a monthly ART bus pass to eligible seniors at no cost to them. If you are able to use the bus system, contact Mountain Mobility and ask for this program. There are a limited number of free passes, and they will be distributed on a first-come, first-served basis. If the supply of free passes runs out, you can choose to go on the waiting list to receive a pass as they become available.

CONTACT

To sign up for services (extension 5), make a reservation (extension 4), or inquire about scheduling (extension 2), call (828) 250-6750. Mountain Mobility will be glad to assist you in providing information on other transportation services available in the community. Additionally, a free 24-hour information and referral service providing non-emergency information on all health and human services available in Asheville and Buncombe County is available by calling:



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2-1-1 or 252-HELP

2-1-1 is a partnership of United Way, Buncombe County and Ingles Markets, Inc.

For transit in Henderson County, contact Apple Country Transit at (828) 698-8571 or by email: transit@hendersoncountync.org . For transit on the fixed-route system in Buncombe County, contact ART by phone at (828) 253-5691, by e-mail at iride@ashevillenc.gov or find information online at www.ridetheart.com.

Researching Impacts of Service Area Changes

The City currently exceeds ADA requirements for paratransit service area in the following ways:

- We provide service City-wide, rather than the required $\frac{3}{4}$ miles from fixed routes. In practice there are only a few areas within COA limits that are not within $\frac{3}{4}$ miles of a bus route: notably Enka and Biltmore Park. Only about 12-15 of the 450 registered riders live in these areas, so the estimated cost savings would be low.
- We provide service to parts of Swannanoa and Black Mountain along the 170 route. This is not required by the ADA since 170 is classified as a commuter route. About 35-40 riders live along this corridor, meaning the potential savings are larger: \$15,000 to \$20,000 per year.
- With Sunday service approaching, we need to establish a policy for paratransit service on Sundays and holidays, when only 9 of 17 fixed routes will operate. On holidays, we currently provide paratransit service City-wide and within $\frac{3}{4}$ miles of all fixed routes, including those that do not operate on holidays. Moving forward it might make sense to limit Sunday and holiday service to the required $\frac{3}{4}$ miles from routes that are actually operating. About 25-30 riders would be affected by this change, but cost savings are difficult to estimate.
- We do not currently enforce the same geographic limits on trip destinations that we do for trip origins (riders' home addresses). We are currently in the process of obtaining data about rider destinations, and will begin to analyze the impacts of enforcing those limits. At this point, there is no estimate for cost savings.
- It may be possible to apply for FTA funding under section 5310 that would allow us to continue exceeding ADA requirements, but this is not guaranteed.

Support the Implementation of the TMP

INCREASE FUNDING FOR TMP

- Increase public/private partnerships such as AB Tech
- Expand Passport program
- "Adopt-A-Shelter" program *

IMPROVE FUNDING ENVIRONMENT FOR TRANSIT

- Complete White Paper on Multi-Modal plans
- Educate State & Federal legislators

PROVIDE PR/ADVOCACY

- Develop opinion pieces for print and radio media *
- Spread the word, be champions of transit *
- Presentations to groups *

Subcommittee

- Julie Mayfield (lead)
- Dave Erb
- Adam Charnack
- Steven Obremski

Improve Rider Experience

Tasks

- Meet at community centers for regular meetings and provide time in those meetings for community input *
- Develop a video on ridership for website
- Provide FAQs for routes *
- Utilize Wiki page
- Provide rider ambassadors, utilize volunteers *
- Provide training in rider etiquette, collaborate with drivers *
- Hold rider focus groups

Subcommittee

- Bruce Emory (lead)
- Julie Mayfield
- David Wilson

Improve Communication with Drivers

Tasks

- Continue to hold regular meetings with the drivers
- Ask drivers to attend the regular TC meetings
- Hold social events with drivers
- Ensure all commission members attend at least one regular meeting with drivers

Subcommittee

- Tom Tomlin
- Calvin Allen

Improve Communication with County Transit System

Tasks

- Review consolidation study for steps to improve coordination
- Provide education to new County Commissioners
 - Develop a summary
 - Highlight opportunities for coordination
- Facilitate a planning group with various stakeholders *
 - NCDOT
 - City
 - County
 - Apple Transit?

Subcommittee

On hold until retreat in October, 2014

Transportation Planning Division
Project update
September 24, 2014

On-going

- RADTIP
 - The consultants presented options for improving the Craven Street bridge and the intersection of Riverside Drive and Craven Street. Staff is evaluating the options. The City received significant construction funding through the federal TIGER grant program. The design process is on schedule.

- East of the Riverway Transportation Network Plan
 - Final draft is pending staff review and minor corrections.

- JARC Signals Design contract
 - Locations:
 - Louisiana & Haywood Rd
 - McDowell & Choctaw
 - South Charlotte & Biltmore
 - Staff is putting together the bid documents for one of the intersections.

- Multi-modal Transportation Plan.
 - First Symposium is on October 25, 2014 – US Cellular Center, from 9:30 am. to 12:30 pm.
 - Second POC meeting October 24th.

- French Broad River Greenway (Duke Energy property) and connection between FBR Park and Carrier Park
 - In process of signing the contract.

- ISO 14000 - ART
 - Contract signed and project on-going.

- Charlotte Street
 - RFQ is in process and will be released around December.

- ADA restructuring
 - Redefine service area
 - Streamline eligibility process: forms are ready and intern is working with contractor to get the final edits.
 - Public meetings to announce the changes and need to recertify.

New

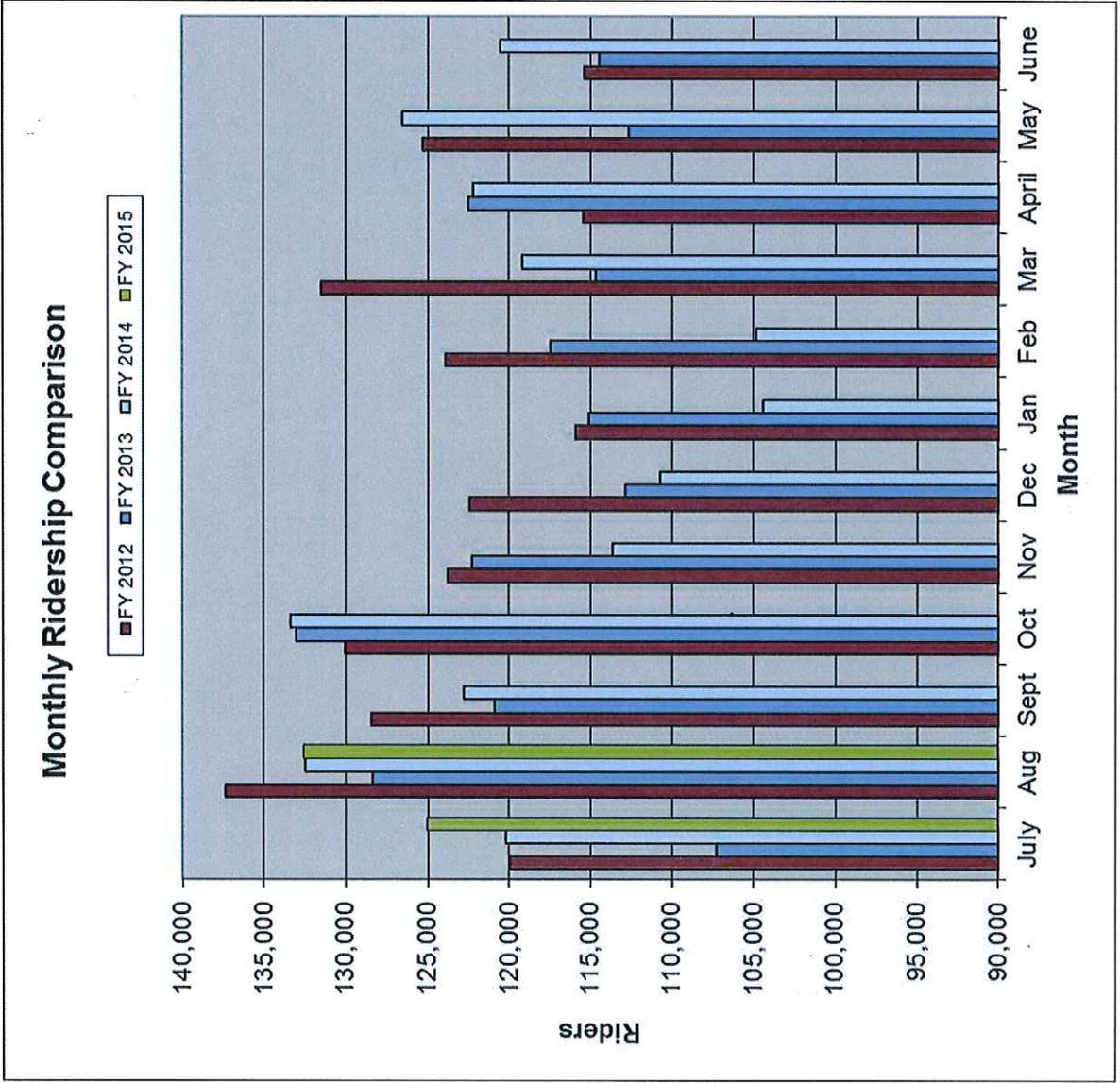
- Transit Station repairs
 - Working with CIP group in scope of work –

Other efforts

- TIGER VI grant application
 - Awarded!
- Beaucatcher Greenway: The consultant is refining the trail alignments and trailhead designs for a technical review with staff. Thereafter these will be shared with the public for review and comment. Construction drawings will then be developed.
- Haywood Rd. Multimodal Improvements (led by Robert Kun in PW). Preliminary striping for lane shift and bike lane complete. Produced AutoCAD drawing for artwork and sent to involved party. We have the go-ahead from Legal that the condemnation process is to the point that we can proceed with the project. Met with sidewalk art group to discuss design, materials and locations of artwork. We have received the encroachment agreement from NCDOT.
- Paving FY14: New water line installed on Swift St. Road reconstruction should begin end of this week. Paving complete on Vermont, utility adjustments will follow. Paving complete on Fairway and Ambler. Utility adjustments continue this week on Fairway. Patching is complete on Church.
- Gracelyn Rd. Sidewalk: This project was put on hold for lack of funding.
- Hendersonville Rd. sidewalk (led by Brian Estes in PW).
 - 90% complete plans have been submitted to NCDOT for review, awaiting comment from them.
 - Right of Way acquisition is still in progress.
 - Contract and Bid Documents are being drafted.
 - Pedestrian signal design is being performed by NCDOT and plans are anticipated to be complete in October of this year.
- Craven St. (led by McCray Coates in PW).
 - Craven is well underway. We have begun to install a bottomless culvert located in Craven Street just south of Waynesville Ave. Storm drainage infrastructure and water lines are being placed. Fill material for the LID parking area is being placed. The stream restoration rough grading has taken place.
 - Clearing of a portion of the greenway has been performed. The sewer line located in this area is scheduled to take place in the 4-6 weeks.

October 2014- Transit Commission Meeting

Route Statistics up to August 2014



Monthly Ridership FY 2012-15

Month	FY 12	FY 13	FY 14	FY 15	Percent Change 2013-2014
July	119,969	107,331	120,209	125,068	4.04%
Aug	137,340	128,360	132,468	132,602	0.10%
Sept	128,467	120,868	122,799		
Oct	130,037	133,056	133,418		
Nov	123,727	122,281	113,671		
Dec	122,431	112,900	110,701		
Jan	115,975	115,081	104,437		
Feb	123,921	117,482	104,887		
Mar	131,523	114,684	119,206		
April	115,443	122,523	122,218		
May	125,314	112,672	126,528		
June	115,379	114,455	120,586		
Total	1,489,526	1,421,693	1,431,128		

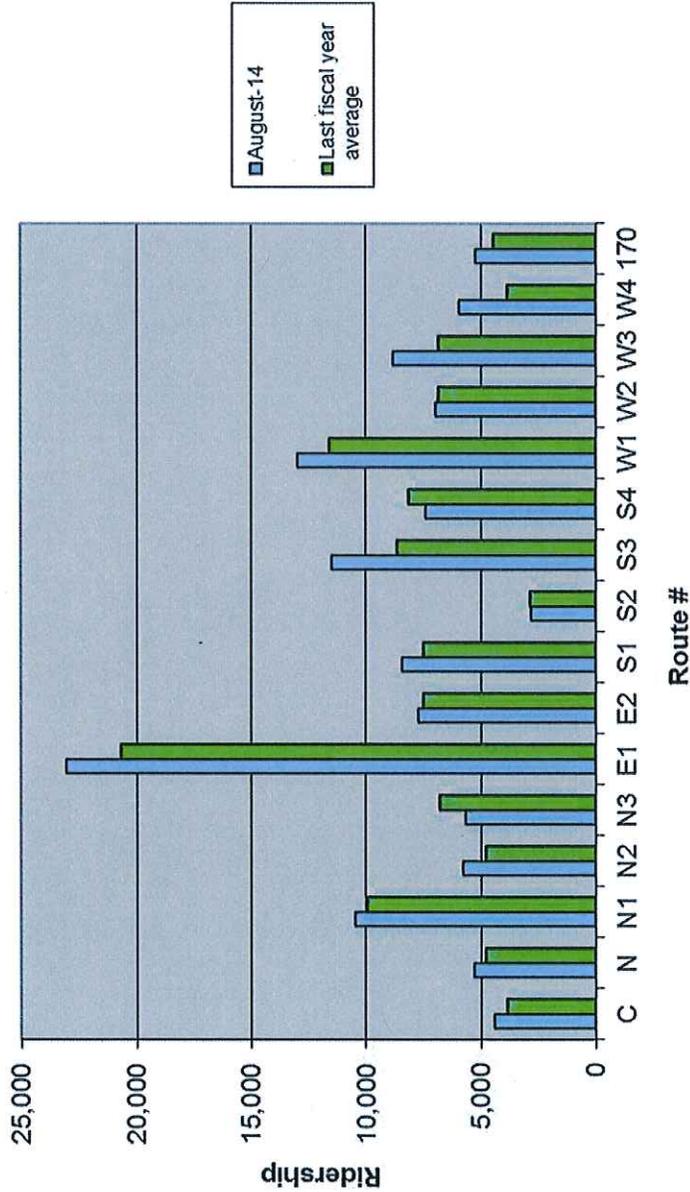
August FY 15 Rankinigh Comparison

	Ridership			Passenger Trips per Hour			Passenger Trips per mile			Combined Score	
	Actual	Rank	Wkday Average	Operating avg. route hr/day	Riders/hr	Rank	route miles/day	avg riders/mile	Rank	Totals	Rank
E1	23,044	1	902	22.67	40	3	264.4	3.41	4	8	1
S4	7,393	8	270	5.76	47	1	28.8	9.36	1	10	2
W3	8,826	5	334	8.06	41	2	72.6	4.60	3	10	2
W1	12,940	2	485	16.83	29	5	218.4	2.22	6	13	4
N1	10,471	4	410	15.50	26	7	217.0	1.89	7	18	5
W4	5,994	10	228	8.56	27	6	85.6	2.66	5	21	6
S3	11,460	3	449	15.00	30	4	375.0	1.20	14	21	6
N3	5,711	12	214	9.61	22	9	38.4	5.56	2	23	8
E2	7,757	7	295	12.83	23	8	205.3	1.44	9	24	9
S1	8,469	6	318	15.83	20	11	190.0	1.68	8	25	10
W2	6,934	9	263	12.83	21	10	218.2	1.21	13	32	11
N2	5,814	11	224	11.83	19	12	165.7	1.35	12	35	12
N	5,317	13	201	13.08	15	14	141.5	1.42	10	37	13
170	5,255	14	207	12.00	17	13	310.5	0.67	15	42	14
S2	2,816	16	97	7.89	12	16	71.0	1.37	11	43	15
C	4,401	15	169	13.75	12	15	263.8	0.64	16	46	16
TOTALS	132,602		5,067	202	25		2,866	1.77			

Highlights:

- August 2014 ridership increase less than 1% from last August. August –September are the largest ridership months.
- In August all routes had a higher than average ridership, except for the N3, S2 and S4.
- Like every month last year, July’s top performers are: S4, E1, W1, and W3. It may be that W4 is higher than normal and some of the N3 counts were attributed to W4 by mistake. Bottom performers continue to be: 170, C, S2 and N.
- At the Committee’s request, Ticket/pass sales will start being reported.
- NextART usage shows a continuous impressive usage.
- On time performance for weekdays was at 67.5% for the last sign-up (May –August). Saturday on-time performance is typically better although “early” percentages are usually higher, meaning drivers leave stops early. The last sign-up from Jan – May 2014 had a weekday performance of 73.5%, this was the best performance to date. This means that on-time performance dropped in the last sign-up.

August 2014 vs. Last fiscal year average



	August-14	Last fiscal year average	% change
C	4,401	3,847	14.41%
N	5,317	4,821	10.28%
N1	10,471	9,911	5.65%
N2	5,814	4,823	20.56%
N3	5,711	6,773	-15.68%
E1	23,044	20,693	11.36%
E2	7,757	7,523	3.11%
S1	8,469	7,536	12.39%
S2	2,816	2,859	-1.51%
S3	11,460	8,644	32.57%
S4	7,393	8,183	-9.65%
W1	12,940	11,578	11.76%
W2	6,934	6,833	1.47%
W3	8,826	6,867	28.53%
W4	5,994	3,889	54.11%
170	5,255	4,480	17.31%
TOTALS	132,602	119,261	

Monthly Ticket & Pass Sales			
FY 2015			
TYPE	July	August	
Reg. Tickets	268	197	
Disc. Tickets	443	103	
Monthly Pass	462	350	
Disc. Pass	690	740	

NextART usage									
Months	Main Website	ADA Website	Google Map	Public Map	Smart phone website enabled phones	Smart phones with small screens	SMS Messaging	Voice Recording	Total Hits
Apr 2014	10	0	23	6	0	0	27	9	75
May 2014	54	107	71	32	1187	22	1476	468	3417
Jun 2014	50	58	136	58	1672	1	3751	1278	7004
Jul 2014	127	59	142	47	1609	23	5219	1918	9144
Aug 2014	225	86	157	34	3068	23	7458	3142	14193
Sep 2014	335	60	137	43	3174	2	8764	3294	15809

ART - On-Time Performance

Full sign-up - May 5th - August 29th 2014

On-time definition= Between -1.0 Min Early and 5.5 Min Late
 URBAN TRANSPORTATION ASSOCIATES -Downloaded 7-31-14

WEEKDAY - Summary								
	EARLY		ON TIME		LATE		Total	
	Count	%	Count	%	Count	%	Count	%
MID-ROUTE	3074	5.7%	34764	64.8%	15772	29.4%	53610	100.0%
Start-of-Line	687	4.4%	11981	76.5%	2987	19.1%	15655	100.0%
Total	3761	5.4%	46745	67.5%	18759	27.1%	69265	100.0%

WEEKDAY - Route by Route								
ROUTE	EARLY		ON TIME		LATE		Total	
	Count	%	Count	%	Count	%	Count	%
170	138	5.9%	1337	57.0%	869	37.1%	2344	100.0%
C	467	14.7%	2033	64.2%	668	21.1%	3168	100.0%
E1	477	8.8%	3642	67.1%	1309	24.1%	5428	100.0%
E2	894	10.9%	4631	56.6%	2664	32.5%	8189	100.0%
N	54	8.2%	448	68.0%	157	23.8%	659	100.0%
N1	475	5.1%	7705	82.5%	1160	12.4%	9340	100.0%
N2	124	3.5%	2838	79.5%	609	17.1%	3571	100.0%
N3	263	4.6%	4024	70.4%	1427	25.0%	5714	100.0%
S1	415	11.0%	2875	76.5%	467	12.4%	3757	100.0%
S2	9	3.3%	201	74.2%	61	22.5%	271	100.0%
S3	31	1.4%	1444	64.0%	781	34.6%	2256	100.0%
S4	2	0.8%	177	69.1%	77	30.1%	256	100.0%
W1	188	2.0%	5366	57.5%	3777	40.5%	9331	100.0%
W2	100	1.5%	4747	71.3%	1811	27.2%	6658	100.0%
W3	62	3.4%	1231	67.1%	541	29.5%	1834	100.0%
W4	62	1.0%	4046	62.4%	2381	36.7%	6489	100.0%
Total	3761	5.4%	46745	67.5%	18759	27.1%	69265	100.0%

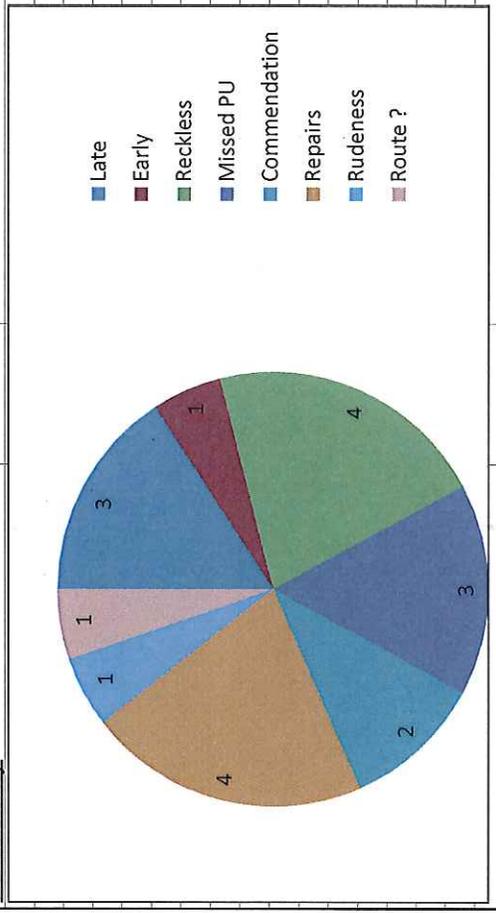
SATURDAY - Summary								
	EARLY		ON TIME		LATE		Total	
	Count	%	Count	%	Count	%	Count	%
MID-ROUTE	1317	11.5%	8029	70.3%	2078	18.2%	11424	100.0%
Start-of-Line	304	9.8%	2461	79.0%	351	11.3%	3116	100.0%
Total	1621	11.1%	10490	72.1%	2429	16.7%	14540	100.0%

SATURDAY - Route by Route								
ROUTE	EARLY		ON TIME		LATE		Total	
	Count	%	Count	%	Count	%	Count	%
170	134	20.6%	246	37.8%	271	41.6%	651	100.0%
C	246	21.0%	840	71.6%	87	7.4%	1173	100.0%
E1	104	7.0%	859	57.7%	527	35.4%	1490	100.0%
E2	180	13.4%	862	64.1%	303	22.5%	1345	100.0%
N	106	8.9%	830	69.8%	253	21.3%	1189	100.0%
N1	71	8.6%	616	74.8%	136	16.5%	823	100.0%
N2	4	4.5%	84	94.4%	1	1.1%	89	100.0%
N3	15	7.6%	167	84.8%	15	7.6%	197	100.0%
S1	559	25.3%	1564	70.7%	88	4.0%	2211	100.0%
S2	60	11.4%	453	86.1%	13	2.5%	526	100.0%
S3	18	2.9%	496	79.4%	111	17.8%	625	100.0%
S4	13	3.2%	357	87.5%	38	9.3%	408	100.0%
W1	44	2.2%	1492	76.2%	421	21.5%	1957	100.0%
W2	66	4.2%	1364	87.4%	130	8.3%	1560	100.0%
W3	1	1.0%	93	89.4%	10	9.6%	104	100.0%
W4	0	0.0%	167	87.0%	25	13.0%	192	100.0%
Total	1621	11.1%	10490	72.1%	2429	16.7%	14540	100.0%

26-Jun Update	Item SAFETY Items Update	Status	Date	Cost	
1	Marking Walkways in the Shop	Done	May-11	\$ 50.00	Shop floor needs cleaning before this can be done
2	Securing Stacked Items in the Shop	Done	May-11	\$ -	old bus stop signs, old bus stop markers, old vaults
3	Securing the tires in the maintenance yard	Done	Ongoing	\$ -	Firestone picked them up the week of Dec 6th
4	"cleaning the attic"	Done	Aug-11	\$ -	Inventoried and sheets sent to city for final processing
5	Document equipment safety inspections	Done	May-11	\$ -	Normal PM cycle for the equip.
6	Remove surface oil from maintenance facility	Done	May-11	\$ 5,600.00	Having floor scrubber repaired so we can maintain clean floors
7	Improved Safety Signage	Done	5/1/2011	\$ 600.00	New Safety Poster being used, banners and stickers here and up
8	Daily radio messages, daily safety posting,	Done	ongoing	\$ -	each week prepare the next weeks messages
9	Safety Committee Meetings	Done	ongoing	\$ 1,200.00	Overtime for staff in the meeting (annual est)
	Smith System Training				
10	c. Train the trainer	Done	Mar-11	\$ 3,800.00	train one supervisor to be our trainer & training materials
11	3. USDOT certification program for supervisor	Done	Jun-11	\$ -	Using Smith System, sent James to NTI training
12	4. Better documentation of training	Done	ongoing	\$ -	do a daily training log, separate in the HR files
13	5. Develop a refreshed training course	Done	Aug-11	\$ -	Smith system will be used annually for refresher
14	6.Pull cameras to start random review of driving	Done	ongoing	\$ -	need to develop a schedule, union opposed to this idea
15	7. Camera system PM	Done	ongoing	\$ -	all have been checked and will be done with each PM
16	Transit Center Items				Need to upgrade cameras which we are planning to do
17	1. Move Planters to give better visibility of bus Shop	Done	Jan-11	\$ -	Used three people to move them and a special cart
18	1. Employee parking needs to be consistent	Done	Mar-11	\$ -	need to work with affected employees, no incidents
19	2.General housekeeping	Done	Jul-11	\$ -	long list given to shop director to set dates and time for each of the items, given on Dec 15th
20	3. Cords and hoses	Done	May-11		On master list of items needing attention
21	4. Use of Jack Stands	Done	Mar-11	\$ 2,000.00	Would need to buy another set of jack stands.
22	5. Use Bump caps	Done	Apr-11	\$ 100.00	Would need to order at least 4, probably 7
23	6. Safety Vest	Done	Apr-11	\$ 300.00	We have a shop vest and truck vest, would need to buy for each technician and service worker
24	7. Safety glasses	Done	May-11	\$ 60.00	Glasses for techs and then spares for visitors
25	8. Shop safety program	Done	Jun-11		unknown program cost, researching
26	9. Attend OSHA compliance class	Done	Sep-11	\$ 100.00	Online training available via a third party company
27	10. Non maintenance staff should be banned from the shop work area.	Done		0	This is the only way to access the smoking area would need to have a new smoking area set up.
28	d. Pedestrian awareness program	Done	Jan-11		via our daily safety messages
8	b. Fence area between post office and	Done, Temp fence	Oct-12	\$ 1,500.00	looking for funding for a permanent fence, temp fence up till end of June
1	1. Hot Spot Safety Board	Started	Ongoing	\$ 100.00	work with safety committee to develop
2	2. Hot Spot discussions should be included in all service meetings	Started	Ongoing	\$ -	Discussed at monthly safety messages
3	5. Schedule PM of yellow paint at curb to make sure it alerts people of safe zone	Started	Ongoing	\$ 200.00	Work with safety committee to develop annual PM of this safety painting, to keep people from standing too close to the curb when bus approaches
	Transit Center Items				MOVED ITEM TO CIP PROJECT
5	2. Cross Walks painted at Asheland and Cox	Research/CIP	2013	\$ 200.00	needs to be warm enough to paint, who does the work?
6	3. Safety concerns over landscaping pathways	Research/CIP	2013		MOVED ITEM TO CIP PROJECT
7	a. Unprotected access which increases risk	Started			Revisited with city staff, still working on issue as of Oct 1
9	transfer center to minimize the risk	Research/CIP			New permanent fence is in current CIP, city obtaining final estimates. also has a negative impact on customer service
10	4. Cracked and broken concrete create a trip hazard at the terminal	Research/CIP	2013		MOVED ITEM TO CIP PROJECT
					Will need to inventory the site so that a cost estimate can be generated for the concrete work. One brass piece needs "protected" by curb to prevent tire sidewall damage
11	5. Schedule PM of yellow paint at curb to make sure it alerts people of safe zone	Research/CIP	2013	\$ 200.00	annual PM of this safety painting, to keep people from standing too close to the curb when bus approaches
12	6. Improve speed monitoring at terminal possible stop or speed hump in middle	Ongoing	Ongoing	\$ 200.00	More monitoring of the site by supervisors and via the safety messages, adding more cameras to help track
					We have camera quotes, APD doing more patrols, dispatcher on platform more, often, speed bumps have been rule out
13	Add signs in Yellow zone on TS platform DANGER STAND BACK	new	11-Nov	\$ 200.00	We have the template and on a warm Sunday we will get a few painted maybe even the weekend of the 3rd?
14	Safety Ride checks with all new employees	new	8-Nov	n/a	A new early check ride system about two weeks after the new employees go full time. All New employees have been done, now working on others
15	SE and South Garage property Fencing repair/ Replace	New	Jan-14		A review of the perimeter fencing and new construction south of our property revealed the new for fence repair or replacement
		CIP PROJECTS MAY BE DELAYED DUE TO BUDGET CONSTRAINTS FOR 2014 BUDGET YEAR			
16	Electronic door locks for garage and station	Ongoing	3/20/2014		Getting new estimates for both facilities
17	KeyPad Door Lock for Driver door, transit station	New on 6/26/14	7/30/2014	850	estimates have been received, now looking for final funding approval This lock has been installed

Title	Status	Address	ART DATA	Ticket Number	Date Created	Date Due
August 2014 Public Stuff						
Transit - S4 late	completed			458503	08/29/2014	09/12/2014
Transit - S3 LATE DEPARTURE	completed			458469	08/29/2014	09/12/2014
Bus stop shelter damage	completed	85 Tunnel Road		458334	08/29/2014	09/12/2014
Transit	completed	South French Broad Avenue, Asheville, NC 2880		454060	08/25/2014	09/08/2014
Commendation for work	completed	South French Broad and Bartlett		452344	08/22/2014	09/05/2014
Tree overhang	completed	Caribou Rd, Asheville, NC, United States		451859	08/22/2014	09/05/2014
Dispatcher rudeness	completed	49 Coxe Avenue		451637	08/22/2014	09/05/2014
N1 wrong Destination Sign on Campus	completed	UNCA university heights		450098	08/20/2014	09/03/2014
N1 Bus 1232 missed passengers	completed	College and Broadway, asheville nc		448769	08/19/2014	09/02/2014
Transit- Late on N1	completed	Merrimon Avenue at Ingles, Asheville, NC, United States		447920	08/19/2014	09/02/2014
Transit Bus E2	completed	4 Tunnel Road		445086	08/15/2014	08/29/2014
S3 passed up rider	completed	Hospital Drive at McDowell, asheville, nc		443363	08/13/2014	08/27/2014
Transit - foliage at stop	completed			442970	08/13/2014	08/27/2014
Compliment, S1 Driver	completed			440765	08/11/2014	08/25/2014
Dangerous lane change in the rain	completed	South Tunnel Road, Asheville, NC, United States		439449	08/08/2014	08/22/2014
E2 driving on Tunnel road	completed	College St at Town Mountain Rd, Asheville, NC,		437727	08/07/2014	08/21/2014
People Missed at bus stop	completed			437486	08/06/2014	08/20/2014
E2 Early	completed	Buckstone Place, Asheville, NC, United States		436537	08/06/2014	08/20/2014
Reckless bus	completed	College St. at Martin Luther Knig		435274	08/05/2014	08/19/2014

Summary



Category	Count
Late	3
Early	1
Reckless	4
Missed PU	3
Commendation	2
Repairs	4
Rudeness	1
Route ?	1
Total	19

